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													Methodology	1
													(Specific	1
													measurement on last	-
	Schedule 4.3 Cross-				Resource Unit Fee	Baseline	(Resource Unit	Bundled	Resource Unit	Resource Unit	Resource Unit		day of month or	Depreciation
Resource Unit	Reference/Service Framework Component **	Unit of Measure	Pricing	Decomposition (specific cost detail breakouts)	(90% to 110% band)	Volumes (per Contract Year)	Fee) x (Baseline Volume)	Resource Unit	Fee (70% to 80% band)	Fee (80% to 90% band)	Fee (110% to 120% band)	Fee (120% to130% band)	cumulative use during month)	Time Period (in Years)
Resource out	Component	Citit of Measure	Fixed monthly fee	Decomposition (specific cost detail breakouts)	bana)	Contract Tear)	volune)	Resource Onic	00% band)	70% band)	120% band)	to150% band)	during monur)	T cars)
Help Desk	Help Desk ServicesSection 2	Month	per unit	None	\$ 197,495.62	12	2,369,947	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Program Manager	Application ServicesSection 3 (See also Exhibit 16.1-4)	Hour	Hourly Labor Rate	None	\$ 204.11	7136	1,456,501	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Program Manager	Application ServicesSection 3 (See	rioui	nourly Labor Rate	None	\$ 204.11	/130	1,430,301	IN/A	IN/A	IN/A	IN/A	IN/A	IN/A	IN/A
Project Manager	also Exhibit 16.1-4)	Hour	Hourly Labor Rate	None	\$ 163.52	13239	2,164,799	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Systems Analyst	Application ServicesSection 3 (See also Exhibit 16.1-4)	Hour	Hourly Labor Rate	None	\$ 127.57	8240	1.051.146	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
Systems Analyst	Application ServicesSection 3 (See	rioui	nourly Labor Rate	None	\$ 127.37	8240	1,031,140	IN/A	IN/A	IN/A	IN/A	IN/A	Cumulative	IN/A
Senior Applications Developer	also Exhibit 16.1-4)	Hour	Hourly Labor Rate	None	\$ 120.61	62619	7,552,360	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
Applications Developer	Application ServicesSection 3 (See also Exhibit 16.1-4)	Hour	Hourly Labor Rate	None	\$ 98.57	73661	7.261.055	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
Applications Developer	Application ServicesSection 3 (See	Hour	Hourly Labor Rate	None	\$ 98.57	/3001	/,261,055	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
Applications Developer - Adv Technology	also Exhibit 16.1-4)	Hour	Hourly Labor Rate	None	\$ 132.21	27114	3,584,608	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
WID:	Application ServicesSection 3 (See	Hour	H 1 I I D	N.	\$ 125.25	8198	1.026.774	N/A	N/A	NT/A	N/A	N/A	Cumulative	27/4
Web Designer	also Exhibit 16.1-4) Application ServicesSection 3 (See	Hour	Hourly Labor Rate	None	a 125.25	8198	1,020,774	N/A	IN/A	N/A	IN/A	IN/A	Cumulative	N/A
Applications Architect	also Exhibit 16.1-4)	Hour	Hourly Labor Rate	None	\$ 180.91	7782	1,407,859	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
D. L. All Co.	Application ServicesSection 3 (See		H I I I B	N.	6 15/21	10270	2.072.121	NIA	NUA	N/A	NUA	NUA	G 1.6	27/4
Database Administrator	also Exhibit 16.1-4) Application ServicesSection 3 (See	Hour	Hourly Labor Rate	None	\$ 154.24	19278	2,973,424	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
Associate Application Developer	also Exhibit 16.1-4)	Hour	Hourly Labor Rate	None	\$ 70.00	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
	Application ServicesSection 3 (See													
Mission Assurance Project Engineer	also Exhibit 16.1-4) Application ServicesSection 3 (See	Hour	Hourly Labor Rate	None	\$ 90.00		N/A	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
Project Scheduler	also Exhibit 16.1-4)	Hour	Hourly Labor Rate	None	\$ 95.00		N/A	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
Temporary DA Infrastructure Engineering Services	Schedule 4.3 not applicable	Hour		None	\$ 95.00	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
G. I IPC	Desktop Services - Personal Computing ServicesSection 4.4	Standard PC	Fixed monthly fee	Hardware lease/depreciation and maintenance, software license and maintenance, IMARs, Desktop Applications Directory	\$ 85.89	98752	8,481,365	B1	\$ 107.91	\$ 97.60	\$ 77.52	\$ 72.00	Specific	4
Standard PC	Desktop Services - Personal	Standard PC	Fixed monthly fee	Hardware lease/depreciation and maintenance, software license	\$ 63.89	98732	6,461,303	БІ	\$ 107.91	\$ 97.00	\$ 11.32	\$ 72.98	Specific	- 4
CWS/CMS PC	Computing ServicesSection 4.4	CWS/CMS PC	per unit	and maintenance, IMARs, Desktop Applications Directory	\$ 53.01	13607	721,307	B1	\$ 63.64	\$ 58.66	\$ 48.96	\$ 46.77	Specific	N/A
a we no	Desktop Services - Personal	G IW. DG	Fixed monthly fee	Hardware lease/depreciation and maintenance, software license	\$ 53.01	25,622	1.358.275	D.I	e (2.62	6 50.05	\$ 48.95	\$ 46.76	c :c	27/4
CalWin PC	Computing ServicesSection 4.4	CalWin PC	per unit	and maintenance, IMARs, Desktop Applications Directory Hardware, Harsdware Maintenance Break/Fix,Software Licenses	\$ 55.01	25623	1,338,273	B1	\$ 63.63	\$ 58.65	\$ 48.95	\$ 40.76	Specific	N/A
				Software Break-Fix, Printer Maintenance, IMAR, Refresh										
Engineering Workstation	Desktop ServicesSection 4	Month	per unit	Support, Desktop Application Directory Maintenance	\$ 148.56	1236	183,620	B1	\$ 214.76	\$ 195.18	\$ 155.14	\$ 146.04	Specific	4
Enhanced Engineering Workstation(4 gb memory)	Desktop Services - Personal Computing ServicesSection 4.4	Engineering Workstation	Fixed monthly fee per unit	Hardware lease/depreciation and maintenance, software license and maintenance, IMARs, Desktop Applications Directory	\$ 149.82	N/A	N/A	B1	\$ 188.15	\$ 170.21	\$ 135.23	\$ 127.33	Specific	4
Estimated Engineering Workstation (1 go memory)	Desktop Services - Personal	Workshillon	Fixed monthly fee	and mamerianes, in its, Bestop replications Breetory								Ψ 127.55	Specific	
DCSS PC (with refresh and IMARs)	Computing Services	DCSS PC	per unit	Software maintenance, IMARs, Desktop Applications Directory	\$ 52.27	8400	439,068	B1	\$ 62.72	\$ 58.02	\$ 48.30	\$ 46.10	Specific	N/A
DCSS Laptop (with refresh and IMARs)	Desktop Services - Personal Computing Services	DCSS Laptop	Fixed monthly fee per unit	Hardware lease/depreciation and maintenance, IMARs, Desktop Applications Directory	\$ 63.94	240	15,346	B1	\$ 76.73	\$ 70.97	\$ 59.08	\$ 56.40	Specific	N/A
Dess Eaptop (with refresh and hyracs)	Desktop Services - Personal	DC33 Laptop	Fixed monthly fee	Hardware lease/depreciation and maintenance, IMARs, Desktop	3 03.74	240	13,540	Б1	9 70.73	3 70.77	3 37.00	3 30.40	Бресте	10/14
DCSS Printer	Computing Services	DCSS Printer	per unit	Applications Directory	\$ 300.10	85	25,509	N/A	N/A	N/A	N/A	N/A	Specific	N/A
Monochrome Network Workgroup Printer - Standard Format (abbreviated as "MNWP")	Desktop Services - Section 4	Month	Fixed monthly fee per unit	Maintenance, IMAR, Refresh Hardware, Refresh Labor, ODC. Consumables (excluding paper)	\$ 93.06	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Specific	4
Monochrome Network Workgroup Printer - Large Format	Desktop Services - Section 4	Wollin	Fixed monthly fee	Maintenance, IMAR, Refresh Hardware, Refresh Labor, ODC.	3 93.00	IV/A	IVA	IN/A	IN/A	IV/A	IN/A	IN/A	Specific	-
(11x17 capable)(abbreviated as "MNWP-LF")	Desktop Services - Section 4	Month	per unit	Consumables (excluding paper)	\$ 98.56	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Specific	4
Monochrome Network High Volume Printer - Large Format (11x17 capable) (abbreviated as "MNWP-LF-H")	Desktop Services - Section 4	Month	Fixed monthly fee per unit	Maintenance, IMAR, Refresh Hardware, Refresh Labor, ODC. Consumables (excluding paper)	\$ 188.28	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Specific	4
Color Network Workgroup Printer - Large Format (abbreviated	Desktop Services - Section 4	Month	Fixed monthly fee	Maintenance, IMAR, Refresh Hardware, Refresh Labor, ODC.	\$ 100.20	IN/A	IV/A	IN/A	IN/A	IN/A	IN/A	IN/A	Specific	- 4
as "CNWP-LF")	Desktop Services - Section 4	Month	per unit	Consumables (excluding paper)	\$ 276.28	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Specific	4
Color Network Workgroup Printer - Standard Format	D 1: 0 : 0 : 4	M .d	Fixed monthly fee	Maintenance, IMAR, Refresh Hardware, Refresh Labor, ODC.	\$ 71.13	NT/A	NIA	27/4	27/4	27/4	27/4	27/4	c :c	4
(abreviated as "CNWP")	Desktop Services - Section 4 Desktop Services - Personal	Month	per unit Fixed monthly fee	Consumables (excluding paper) Hardware lease/depreciation and maintenance, software license	» /1.13	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Specific	4
Laptops	Computing ServicesSection 4.4	Laptop	per unit	and maintenance, IMARs, Desktop Applications Directory	\$ 137.46	10087	1,386,559	B1	\$ 172.63	\$ 156.18	\$ 124.08	\$ 116.83	Specific	3
			Fixed monthly fee	Hardware, Hardware Maintenance, Break/Fix, Software Licenses Software Break/Fix, Printer Maintenance, IMAR, Refresh										
Ruggedized Laptops	Desktop Services - Section 4	Laptop- Rugged	per unit	Support, Desktop Application Directory Maintenance	\$ 208.56	600	125,136	B1	\$ 260.70	\$ 236.93	\$ 188.33	\$ 177.28	Specific	3
		prop songer		Hardware, Hardware Maintenance, Break/Fix, Software Licenses			1-0,100							
G (71 711)	D 1: 0 : 0 : 1			Software Break/Fix, Printer Maintenance, IMAR, Refresh		600		D.	A 202.5	e		A 107.5	G : ~	1 1
Convertible Tablet	Desktop Services - Section 4 Desktop Services, Personal	Month	per unit Fixed monthly fee	Support, Desktop Application Directory Maintenance Hardware lease/depreciation and maintenance, software license	\$ 162.34	600	97,404	B1	\$ 202.93	\$ 184.42	\$ 146.59	\$ 137.99	Specific	3
Engineering Laptop	Computing Service	Laptop	per unit	and maintenance, IMARs, Desktop Applications Director	\$209.69	360	\$75,488.40	N/A	N/A	N/A	N/A	N/A	Specific	3
	Desktop Services - Personal		Fixed monthly fee	Hardware lease/depreciation and maintenance, software license		0		n :					a :=	
Terminals	Computing Services-Section 4.4	Terminal	per unit Fixed monthly fee	and maintenance, IMARs	\$ 38.60	3403	131,370	B1	\$ 43.70	\$ 41.30	\$ 36.66	\$ 35.60	Specific	N/A
County Retained Standard PC	Dektop Services, Personal Computing Service Section 4.4.3	Standard PC	Fixed monthly fee per unit	Software license and maintenance, IMARs, Desktop Application Directory	\$69.26	NA	NA	N/A	N/A	N/A	N/A	N/A	Specific	N/A
County Retained Laptop	Dektop Services, Personal Computing	Laptop		Software license and maintenance, IMARs, Desktop Application	\$103.09	NA	NA	N/A	N/A	N/A	N/A	N/A	•	N/A
	Service Section 4.4.3		per unit	Directory						_			Specific	
County Retained Convertible Tablets	Dektop Services, Personal Computing Service Section 4.4.3	Converible Tablet	Fixed monthly fee per unit	Software license and maintenance, IMARs, Desktop Application Directory	\$121.75	NA	NA	N/A	N/A	N/A	N/A	N/A	Specific	N/A
	Dervice Section 4.4.3		per unit	Discour,				ŭ.	ŭ.					

													Methodology (Specific measurement on last	
	Schedule 4.3 Cross- Reference/Service Framework				Resource Unit Fee (90% to 110%	Baseline Volumes (per	(Resource Unit Fee) x (Baseline	Bundled	Resource Unit Fee (70% to	Resource Unit Fee (80% to	Resource Unit Fee (110% to	Resource Unit Fee (120%	day of month or cumulative use	Depreciation Time Period (in
Resource Unit	Component ** Dektop Services, Personal Computing	Unit of Measure	Pricing Fixed monthly fee	Decomposition (specific cost detail breakouts) Software license and maintenance, IMARs, Desktop Application.	band)	Contract Year)	Volume)	Resource Unit	80% band)	90% band)	120% band)	to130% band)	during month)	Years)
County Retained Engineering Laptop	Service Section 4.4.3	Laptop	per unit	Directory	\$157.26	NA	NA	N/A	N/A	N/A	N/A	N/A	Specific	N/A
County Retained Standard Ruggedized Laptop	Dektop Services, Personal Computing Service Section 4.4.3	Laptop-Rugged	Fixed monthly fee per unit	Software license and maintenance, IMARs, Desktop Application: Directory	\$156.42	NA	NA	N/A	N/A	N/A	N/A	N/A	Specific	N/A
Video Streaming and Archiving Services	Desktop Services, Video Streaming and Archiving Services - Section 4.5 Desktop Services - Audio / Video	Month	Fixed monthly fee per unit	None (monthly rate)	\$7,330.04	12	\$87,960.48	N/A	N/A	N/A	N/A	N/A	Specific	N/A
Video Technician Services	ServicesSection 4.7	Hour	Hourly Labor Rate	None	\$ 115.50	500	57,750	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
Audio Technician Services	Desktop Services - Audio / Video ServicesSection 4.7	Hour	Hourly Labor Rate	None	\$ 115.50	500	57,750	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
Desktop Engineer	Desktop Services Section 4.10 (See also Exhibit 16.1-4, 10)	Hour	Hourly Labor Rate	None	\$ 101.00	8240	832,240	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
	, ,	Per applicable												
COTS Administrative Support - Low		COTS software product	Fixed annual fee per unit	None	\$ 1,000.00	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Specific	N/A
		Per applicable COTS software	Fixed annual fee per											
COTS Administrative Support - Medium		product	unit	None	\$ 2,500.00	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Specific	N/A
		Per applicable COTS software	Fixed annual fee per											
COTS Administrative Support - High		product	unit	None	\$ 7,500.00	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Specific	N/A
Video Teleconferencing Bridging Services	Network Services - Voice Services- Section 4.6	Minute	Fixed monthly fee per unit	None	\$ 0.99	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
Tandberg Set-top 770MXP	Network Services - Voice Services Section 4.6	VTC System	Fixed monthly fee per unit	None	\$ 374.44	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
	Network Services - Voice Services		Fixed monthly fee	N.	\$ 499.92	NT/A	27/4	N/A	NT/A	27/4	N/A	N/A	Cumulative	27/4
Tandberg Edge 85 MXP Set-Top	Section 4.6 Network Services - Voice Services	VTC System	per unit Fixed monthly fee	None		N/A	N/A		N/A	N/A		N/A	Cumulative	N/A
Tandberg Profile 3000 MXP with 32" LCD Monitor	Section 4.6 Network Services - Voice Services	VTC System	per unit Fixed monthly fee	None	\$ 747.87	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
Tandberg Profile 3000 MXP with 42" Plasma Monitor	Section 4.6	VTC System	per unit	None	\$ 874.46	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
Tandberg Profile 6000 MXP with 50" Plasma Monitor	Network Services - Voice Services Section 4.6	VTC System	Fixed monthly fee per unit	None	\$ 1,341.51	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
	Network Services - Data Network ServicesSection 5.4, Data Center			amortization, network management, network capacity and performance monitoring, site to site connectivity, user to network connectivity, network engineering, Internet access and network refresh and maintenance, protection from unauthorized devices,										
	Services - Infrastructure Servers Section 6.6, Network Services -			firewall services, intrusion detection, security monitoring, security architecture, data protection, and prevention of malicious code	s 89.52	157155	44000000	27/1						5
End-User Data Jack	Security ServicesSection 5.7 Network Services - Remote Access ServicesSection 5.5, Network	Active Data Jack	per unit	from entering the Network, IMARs Hardware lease/depreciation and maintenance, software	\$ 89.52	15/155	14,068,987	N/A	\$ 98.48	\$ 96.24	\$ 88.63	\$ 87.73	Specific	5
	Services - Security ServicesSection	ı	Fixed monthly fee	amortization, third-party connections, VPN, Remote Access										
Remote Access	5.7 Network Services - 3rd-Party	Active Account	per unit	accounts, and dial-up access and maintenance, IMARs	\$ 12.32	28872	355,703	N/A	N/A	N/A	N/A	N/A	Specific	N/A
3rd-Party Network Access - Category 1	Network Access ServicesSection	Networks	Fixed monthly fee per unit	Hardware lease/depreciation and maintenance, software amortization, third-party connections, IMARs	\$ 975.57	24	23,414	N/A	N/A	N/A	N/A	N/A	Specific	5
Sta Fairly Feetwork Freedom Category F	Network Services - 3rd-Party	TICEWOLKS			773.57		25,111	1071		1071		1011	Бресте	
3rd-Party Network Access - Category 2	Network Access ServicesSection 5.9	Networks	Fixed monthly fee per unit	Hardware lease/depreciation and maintenance, software amortization, third-party connections, IMARs	\$ 307.46	144	44,274	N/A	N/A	N/A	N/A	N/A	Specific	5
	Network Services - 3rd-Party Network Access ServicesSection		Fixed monthly fee	Hardware lease/depreciation and maintenance, software										
3rd-Party Network Access - Category 3	5.9	Networks	per unit	amortization, third-party connections, IMARs PBX/Centrex equipment lease/depreciation and maintenance,	\$ 374.28	96	35,930	N/A	N/A	N/A	N/A	N/A	Specific	5
	N. I.C W. C	Active Voice Jack	F: 1 41.6	software amortization, circuits, integrated voice response, auto										
Voice Jack - Single-Line	Network Services - Voice Services Section 5.6	for Single-Line Voice		attendance, automated call distribution, 4-1-1 operator services, and maintenance, trunk lines, IMARs	\$ 41.33	95133	3,927,090	B2	\$ 45.66	\$ 44.57	\$ 40.84	\$ 40.40	Specific	5
		Active Voice Jack		PBX/Centrex equipment lease/depreciation and maintenance, software amortization, circuits, integrated voice response, auto										
	Network Services - Voice Services	for Multi-Line		attendance, automated call distribution, 4-1-1 operator services,										
Voice Jack - Multi-Line	Section 5.6	Voice	per unit	and maintenance, trunk lines, IMARs Voice over IP phone and LAN switching equipment	\$ 43.69	153404	6,722,163	B2	\$ 48.38	\$ 47.23	\$ 42.27	\$ 42.91	Specific	5
VoIP Services - Single-Line	Network Services - Voice Services Section 5.6	Active VoIP Connection for Single-Line Voice		lease/depreciation and maintenance, software amortization, circuits, integrated voice response, auto attendance, automated cal distribution, 4-1-1 operator services, and maintenance, trunk lines, IMARs	\$ 41.33	1	41	B2	\$ 45.66	\$ 44.57	\$ 40.84	\$ 40.40	Specific	5
VoIP Services - Multi-Line	Network Services - Voice Services Section 5.6	Active VoIP Connection for Multi-Line Voice		Voice over IP phone and LAN switching equipment lease/depreciation and maintenance, software amortization, circuits, integrated voice response, auto attendance, automated cal distribution, 4-1-1 operator services, and maintenance, trunk lines, IMARs	\$ 43.69	1	44	B2	\$ 48.38	\$ 47.23	\$ 42.27	\$ 42.91	Specific	5

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													Methodology (Specific measurement on last	
	Schedule 4.3 Cross- Reference/Service Framework				Resource Unit Fee (90% to 110%	Baseline Volumes (per	(Resource Unit Fee) x (Baseline	Bundled	Resource Unit Fee (70% to	Resource Unit Fee (80% to	Resource Unit Fee (110% to	Fee (120%	day of month or cumulative use	Depreciation Time Period (in
Resource Unit	Component ** Network Services - Voice Services	Unit of Measure	Pricing Fixed monthly fee	Decomposition (specific cost detail breakouts)	band)	Contract Year)	Volume)	Resource Unit	80% band)	90% band)	120% band)	to130% band)	during month)	Years)
On-Net Calls	Section 5.6	Seconds	per unit	None	\$ -			N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
Off-Net Local Calls	Network Services - Voice Services Section 5.6	Seconds	Fixed monthly fee per unit	None	\$ 0.000212	3178742820	673,099	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
	Network Services - Voice Services	Seconds	Fixed monthly fee	None					IV/A				Cumulative	IV/A
Off-Net Toll Calls	Section 5.6 Network Services - Voice Services	Seconds	per unit Fixed monthly fee	None	\$ 0.000578	417760140	241,256	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
Off-Net Long Distance Calls (California)	Section 5.6	Seconds	per unit	None	\$ 0.000635	199785720	126,914	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
Off-Net Long Distance Calls (US)	Network Services - Voice Services Section 5.6	Seconds	Fixed monthly fee per unit	None	\$ 0.000578	83818140	48,405	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
	Network Services - Voice Services		Fixed monthly fee											
International Calls	Section 5.6 Network Services - Voice Services	Seconds	per unit Fixed monthly fee	None	\$ 0.002503	16203960	40,550	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
Toll Free 800 Service (San Diego & Imperial)	Section 5.6	Seconds	per unit	None	\$ 0.000674	715941900	482,366	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
Toll Free 800 Service (California)	Network Services - Voice Services Section 5.6	Seconds	Fixed monthly fee per unit	None	\$ 0,000866	29207940	25,301	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
	Network Services - Voice Services		Fixed monthly fee											
Toll Free 800 Service (U.S) Casual Use Calling (Collect calls, person to person, remote,	Section 5.6 Network Services - Voice Services	Seconds	per unit Fixed monthly fee	None	\$ 0.000578	26493840	15,300	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
operator assistance, 3rd party, dial 1, dedicated).	Section 5.6	Seconds	per unit Fixed monthly fee	None	\$ 0.021175	13782240	291,839	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
Conference Bridge Calls	Network Services - Voice Services Section 5.6	Seconds	per unit	None	\$ 0.003080	16382400	50,458	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
Einst Ess VTC Deitsing Coming	Video Conferencing Services Section 3.4	Active VTC	Fixed monthly fee	Unlimited Usage of VTC Bridging/MCU Service	\$ 215.00	NI/A	N/A	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
Fixed Fee VTC Bridging Service	Network Services - Voice Services	System	per unit Fixed monthly fee	Uninimited Usage of VTC Bridging/MCU Service		N/A			N/A	N/A	IN/A	IN/A	Cumulative	
Directory Assistance	Section 5.6 Network Services - Voice Services	Calls	per unit Fixed monthly fee	None	\$ 0.531300	12844	6,824	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
Pay Phones	Section 5.6	Phones	per unit	None	\$ 57.75	240	13,860	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
Voice Mail	Network Services - Voice Services Section 5.6	Active Voice Mail Accounts	Fixed monthly fee per unit	None	\$ 3.70	256217	946,978	N/A	N/A	N/A	N/A	N/A	Specific	5
Voice Mail		Accounts		Hardware lease/depreciation and maintenance, software	3 3.70	230217	940,978	IV/A	IVA	IV/A	IVA	IVA	эреспіс	,
Analog jack -	Network Services - Voice Services Section 5.6	Active Analog Jack	Fixed monthly fee per unit	amortization and maintenance, trunk lines, IMARs. (No specific cost detail)	\$ 37.83	40097	1,516,870	B2	\$ 41.89	\$ 40.87	\$ 37.42	\$ 37.02	Specific	5
Printing fack -		Active Analog Jack		Hardware lease/depreciation and maintenance, software	\$ 37.03	40077	1,510,670	D2	ŷ 41.0 <i>)</i>	φ -10.07	Ψ 37.42	Ψ 37.02	Бресте	
Legacy IVR/Voice Application - Basic	Network Services - Voice Services Section 5.6	Networks	Fixed monthly fee per unit	amortization, implementation labor, IMARs. (No specific cost	•	192	s -	N/A	N/A	N/A	N/A	N/A	Specific	5
Legacy 14 to 4 offer Application - Basic		TYCEWOIKS		Hardware lease/depreciation and maintenance, software	Ψ	1)2	,	IVA	IVA	10/1	10/1	10/14	Бресте	
Legacy IVR/Voice Application - Simple	Network Services - Voice Services Section 5.6	Networks	Fixed monthly fee per unit	amortization, implementation labor, IMARs. (No specific cost	\$ 20.00	720	\$ 14.400.00	N/A	N/A	N/A	N/A	N/A	Specific	5
regues 1110 1000 Application Simple	Section 5.0	TTOTAG		Hardware lease/depreciation and maintenance, software	20.00	720	11,100.00	1011	1011	1071	10.1	1011	бресте	
Legacy IVR/Voice Application - Advanced	Network Services - Voice Services Section 5.6	Networks	Fixed monthly fee per unit	amortization, implementation labor, IMARs. (No specific cost detail)	\$ 60.00	684	\$ 41,040.00	N/A	N/A	N/A	N/A	N/A	Specific	5
zeguey 1110 1010 1ppneuton 1101unecu		TTOTALS	•	Hardware lease/depreciation and maintenance, software	ψ 00.00	001	11,010.00	10.1	1011	1071	10.11	1011	бресте	
Legacy IVR/Voice Application - Complex	Network Services - Voice Services Section 5.6	Networks	Fixed monthly fee per unit	amortization, implementation labor, IMARs. (No specific cost detail)	\$ 4,500,00	36	\$ 162,000.00	N/A	N/A	N/A	N/A	N/A	Specific	5
	V		•	Hardware lease/depreciation and maintenance, software										
Legacy IVR/Voice Application - Super Complex	Network Services - Voice Services Section 5.6	Networks	Fixed monthly fee per unit	amortization, implementation labor, IMARs. (No specific cost detail)	\$ 6,500,00	12	\$ 78,000,00	N/A	N/A	N/A	N/A	N/A	Specific	5
The state of the s	Network Services - Voice Services			Hardware lease/depreciation and maintenance, software										
IVR/Voice Application - Basic	Section 5.6	Networks	Fixed monthly fee per unit	amortization, implementation labor, IMARs. (No specific cost detail)	\$ -	0		N/A	N/A	N/A	N/A	N/A	Specific	5
**	Network Services - Voice Services		F: 1 41.6	Hardware lease/depreciation and maintenance, software										
IVR/Voice Application - Simple	Section 5.6	Networks	Fixed monthly fee per unit	amortization, implementation labor, IMARs. (No specific cost detail)	\$ 500.00	0	s -	N/A	N/A	N/A	N/A	N/A	Specific	5
**	Network Services - Voice Services		Fixed monthly fee	Hardware lease/depreciation and maintenance, software amortization, implementation labor, IMARs. (No specific cost										
IVR/Voice Application - Advanced	Section 5.6	Networks	per unit	detail)	\$ 3,000.00	0	s -	N/A	N/A	N/A	N/A	N/A	Specific	5
	Network Services - Voice Services		Fixed monthly fee	Hardware lease/depreciation and maintenance, software amortization, implementation labor, IMARs. (No specific cost										
IVR/Voice Application - Complex	Section 5.6	Networks	per unit	detail)	\$ 7,400.00	0	s -	N/A	N/A	N/A	N/A	N/A	Specific	5
	Network Services - Voice Services		Fixed monthly fee	Hardware lease/depreciation and maintenance, software amortization, implementation labor, IMARs. (No specific cost										i
IVR/Voice Application - Super Complex	Section 5.6	Networks	per unit	detail)	\$ 13,000.00	0	s -	N/A	N/A	N/A	N/A	N/A	Specific	5
Site Type I - Installation	Network Services-New Site InstallationSection 5.8	Site Type I Installation	Fixed Fee	None	\$ 721.875.00	1	721.875	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
	Network Services-New Site	Site Type II				1	,,,,,,,		1011					
Site Type II - Installation	InstallationSection 5.8 Network Services-New Site	Installation Site Type III	Fixed Fee	None	\$ 360,937.50	1	360,938	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
Site Type III - Installation	InstallationSection 5.8	Installation	Fixed Fee	None	\$ 122,718.75	1	122,719	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
Site Type IV - Installation	Network Services-New Site InstallationSection 5.8	Site Type IV Installation	Fixed Fee	None	\$ 3,609,38	1	3,609	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
	Network Services-New Site	Site Type V					.,,,,,,							
Site Type V - Installation	InstallationSection 5.8	Installation	Fixed Fee	None	\$ 1,443.75	1	1,444	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A

													Methodology	
													(Specific	i
	Schedule 4.3 Cross-				Resource Unit Fee	Baseline	(Resource Unit		Resource Unit	Resource Unit	Resource Unit	Resource Unit	measurement on last day of month or	Depreciation
	Reference/Service Framework				(90% to 110%	Volumes (per	Fee) x (Baseline	Bundled	Fee (70% to	Fee (80% to	Fee (110% to	Fee (120%	cumulative use	Time Period (in
Resource Unit	Component ** Network Services-New Site	Unit of Measure Site Type VI	Pricing	Decomposition (specific cost detail breakouts)	band)	Contract Year)	Volume)	Resource Unit	80% band)	90% band)	120% band)	to130% band)	during month)	Years)
Site Type VI - Installation	InstallationSection 5.8	Installation	Fixed Fee	None	\$ 2,887.50	1	2,888	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
Interior Network Wireless Access point	Network Services - Wireless Access ServicesSection 5.10	WAP	Fixed monthly fee per unit	Hardware, hardware maintenance, software, software maintenance, IMARs (No specific cost detail)	\$ 354.89	138	48,975	N/A	N/A	N/A	N/A	N/A	Specific	5
Exterior Network Wireless Access Point	Network Services - Wireless Access ServicesSection 5.10	WAP	Fixed monthly fee per unit	Hardware, hardware maintenance, software, software maintenance, IMARs (No specific cost detail)	\$ 663.46	186	123,404	N/A	N/A	N/A	N/A	N/A	Specific	
Exterior Network whereas Access Point	Network Services - Mobility VPN	WAF		Hardware lease/depreciation and maintenance, software	\$ 003.40	100	123,404	IN/A	IN/A	IN/A	IN/A	IN/A	Specific	3
Mobility VPN Access	AccessSection 4.5 Network Services	Active Account	Fixed monthly fee per unit	amortization, third-party connections, VPN, Remote Access accounts, and dial-up access and maintenance, IMARs	\$21.10	24,000	\$506,400.00	N/A	\$23.21	\$22.16	\$20.47	\$19.84	Specific	N/A
	Data Center Services -Application		Fixed monthly fee	Hardware depreciation/lease, operating system license, hardware									•	
Mainframe	ServersSection 6.5 Data Center Services -Application	CPU Hour***	per unit Fixed monthly fee	maintenance, software maintenance Hardware depreciation/lease, operating system license, hardware	\$ 132.75	12614	1,674,488	N/A	\$ 140.06	\$ 136.00	\$ 130.22	\$ 128.84	Cumulative	7
DEC VAX	ServersSection 6.5	Server	per unit	maintenance, software maintenance	\$ 2,631.03	84	221,007	N/A	N/A	N/A	N/A	N/A	Specific	N/A
VMS Servers - Large	Data Center Services -Application ServersSection 6.5	Server	Fixed monthly fee per unit	Hardware depreciation/lease, operating system license, hardware maintenance, software maintenance	\$ 4,104.93	24	98,518	N/A	N/A	N/A	N/A	N/A	Specific	5
VMS Servers - Medium	Data Center Services -Application ServersSection 6.5	Server	Fixed monthly fee per unit	Hardware depreciation/lease, operating system license, hardware maintenance, software maintenance	\$ 3,176,60	12	38,119	N/A	N/A	N/A	N/A	N/A	Specific	5
	Data Center Services -Application	Server	Fixed monthly fee	Hardware depreciation/lease, operating system license, hardware				N/A	N/A		N/A	N/A		3
VMS Servers - Small	ServersSection 6.5 Data Center Services -Application	Server	per unit Fixed monthly fee	maintenance, software maintenance Hardware depreciation/lease, operating system license, hardware	\$ 1,905.05	12	22,861	N/A	N/A	N/A	N/A	N/A	Specific	5
AS/400	ServersSection 6.5	Server	per unit	maintenance, software maintenance	\$ 4,158.22	12	49,899	N/A	N/A	N/A	N/A	N/A	Specific	N/A
	Data Center Services -Application		Fixed monthly fee	Hardware depreciation/lease, operating system license, hardware maintenance, software maintenance. Need processing and storage										i l
Wintel Application Servers - Large	ServersSection 6.5	Server	per unit	components broken out separately.	\$ 2,235.66	288	643,871	N/A	N/A	N/A	N/A	N/A	Specific	5
	Data Center Services -Application		Fixed monthly fee	Hardware depreciation/lease, operating system license, hardware maintenance, software maintenance. Need processing and storage										i l
Wintel Application Servers - Medium	ServersSection 6.5	Server	per unit	components broken out separately.	\$ 1,556.10	564	877,641	N/A	N/A	N/A	N/A	N/A	Specific	5
	Data Center Services -Application		Fixed monthly fee	Hardware depreciation/lease, operating system license, hardware maintenance, software maintenance. Need processing and storage										i l
Wintel Application Servers - Small	ServersSection 6.5	Server	per unit	components broken out separately. Hardware depreciation/lease, operating system license, hardware	\$ 1,253.88	1056	1,324,100	N/A	N/A	N/A	N/A	N/A	Specific	5
	Data Center Services -Application		Fixed monthly fee	maintenance, software maintenance. Need processing and storage										i l
Wintel Application Preprod/Test Servers - Large	ServersSection 6.5	Server	per unit	components broken out separately. Hardware depreciation/lease, operating system license, hardware	\$ 1,621.24	60	97,274	N/A	N/A	N/A	N/A	N/A	Specific	5
	Data Center Services -Application		Fixed monthly fee	maintenance, software maintenance. Need processing and storage										i l
Wintel Application Preprod/Test Servers - Medium	ServersSection 6.5	Server	per unit	components broken out separately. Hardware depreciation/lease, operating system license, hardware	\$ 1,254.18	204	255,852	N/A	N/A	N/A	N/A	N/A	Specific	5
	Data Center Services -Application	_	Fixed monthly fee	maintenance, software maintenance. Need processing and storage										5
Wintel Application Preprod/Test Servers - Small	ServersSection 6.5	Server	per unit	components broken out separately. Hardware depreciation/lease, operating system license, hardware	\$ 990.43	600	594,255	N/A	N/A	N/A	N/A	N/A	Specific	5
LINITY C I	Data Center Services -Application		Fixed monthly fee	maintenance, software maintenance. Need processing and storage	\$ 5.135.33	70	369,744	NT/A	N/A	NI/A	N/A	27/4	c :c	5
UNIX Servers - Large	ServersSection 6.5	Server	per unit	components broken out separately. Hardware depreciation/lease, operating system license, hardware	\$ 3,135.33	72	309,744	N/A	N/A	N/A	N/A	N/A	Specific	3
UNIX Servers - Medium	Data Center Services -Application ServersSection 6.5	Server	Fixed monthly fee per unit	maintenance, software maintenance. Need processing and storage components broken out separately.	\$ 3.216.65	120	385,998	N/A	N/A	N/A	N/A	N/A	Specific	5
ONIA Servers - Medium		Server	•	Hardware depreciation/lease, operating system license, hardware	3 3,210.03	120	363,576	11/74	IVA	IVA	IVA	IV/A	эреспіс	,
UNIX Servers - Small	Data Center Services -Application ServersSection 6.5	Server	Fixed monthly fee per unit	maintenance, software maintenance. Need processing and storage components broken out separately.	\$ 2.131.42	168	358.079	N/A	N/A	N/A	N/A	N/A	Specific	5
				Hardware depreciation/lease, operating system license, hardware			223,013							
UNIX Servers Preprod/Test - Large	Data Center Services -Application ServersSection 6.5	Server	Fixed monthly fee per unit	maintenance, software maintenance. Need processing and storage components broken out separately.	\$ 5,686.95	12	68,243	N/A	N/A	N/A	N/A	N/A	Specific	5
	Data Center Services -Application		Fixed monthly fee	Hardware depreciation/lease, operating system license, hardware maintenance, software maintenance. Need processing and storage										
UNIX Servers Preprod/Test - Medium	ServersSection 6.5	Server	per unit	components broken out separately.	\$ 2,259.03	168	379,517	N/A	N/A	N/A	N/A	N/A	Specific	5
	Data Center Services -Application		Fixed monthly fee	Hardware depreciation/lease, operating system license, hardware maintenance, software maintenance. Need processing and storage										i l
UNIX Servers Preprod/Test - Small	ServersSection 6.5	Server	per unit	components broken out separately.	\$ 1,293.36	96	124,163	N/A	N/A	N/A	N/A	N/A	Specific	5
Virtual Guest	Data Center Services -Application ServersSection 6.5	Per Guest	Fixed monthly fee per instance	Virtual server management and support, software maintenance	\$ 724.80	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Specific	N/A
	Data Center Services -Application		Fixed monthly fee	Hardware depreciation/lease, hardware maintenance, software	0 4 570 42									5
Virtual Host	ServersSection 6.5 Data Center Services - E-Mail	Server	per unit Fixed monthly fee	maintenance Hardware depreciation/lease, operating system license, hardware	\$ 1,679.43	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Specific	3
E-Mail Services E-Mail Encryption Services (Note: Standard banding does not	ServicesSection 6.7 Data Center Services - E-Mail	Account Account	per unit Fixed monthly fee	maintenance, software maintenance Hardware depreciation/lease, operating system license, hardware	\$ 10.35	185832	1,923,361	N/A	\$ 10.35 \$5.12 (500-	\$ 10.35 \$2.65 (2,001-	\$ 10.35 \$1.75 (5,001-	\$ 10.35	Specific	5
apply. Specific pricing per volume as described	ServicesSection 6.7	Account	per unit	maintenance, software maintenance	\$11.30 (1-499)	N/A	N/A	N/A	2,000)	5,000)	10,000)	N/A	Specific	5
DASD (Mainframe) Storage	Data Center Services - Storage ServicesSection 6.8	Installed Gigabytes	Fixed monthly fee per unit	Hardware depreciation/lease, operating system license, hardware maintenance, software maintenance	\$ 6.73	13286	89,473	N/A	N/A	N/A	N/A	N/A	Specific	7
	Data Center Services - Storage	Ŭ	Fixed monthly fee	Hardware depreciation/lease, operating system license, hardware										<u> </u>
DASD (DEC VAX) Storage	ServicesSection 6.8 Data Center Services - Storage	Installed Gigabytes	per unit Fixed monthly fee	maintenance, software maintenance Hardware depreciation/lease, operating system license, hardware	\$ 0.243	17134	4,162	N/A	N/A	N/A	N/A	N/A	Specific	N/A
DASD (AS/400) Storage	ServicesSection 6.8	Installed Gigabytes	per unit	maintenance, software maintenance	\$ 0.695	1920	1,334	N/A	N/A	N/A	N/A	N/A	Specific	N/A
DASD (WINTEL) Storage	Data Center Services - Storage ServicesSection 6.8	Installed Gigabytes	Fixed monthly fee per unit	Hardware, operating system license, hardware maintenance, software maintenance	\$ 4.29	144000	617,760	N/A	N/A	N/A	N/A	N/A	Specific	N/A
,				W 14 W 14			,							

	Schedule 4.3 Cross-				Resource Unit Fee	Baseline	(Resource Unit		Resource Unit	Resource Unit	Resource Unit	Resource Unit	Methodology (Specific measurement on last day of month or	t Depreciation
Resource Unit	Reference/Service Framework Component **	Unit of Measure	Pricing	Decomposition (specific cost detail breakouts)	(90% to 110% band)	Volumes (per Contract Year)	Fee) x (Baseline Volume)	Bundled Resource Unit	Fee (70% to 80% band)	Fee (80% to 90% band)	Fee (110% to 120% band)	Fee (120% to130% band)	cumulative use during month)	Time Period (in Years)
	Data Center Services - Storage		Fixed monthly fee	Hardware, operating system license, hardware maintenance.	,				,			,		, i
DASD (Unix) Storage	ServicesSection 6.8 Data Center Services - Storage	Installed Gigabytes	per unit Fixed monthly fee	software maintenance Hardware, operating system license, hardware maintenance,	\$ 4.92	192000	944,064	N/A	N/A	N/A	N/A	N/A	Specific	N/A
DASD (VMS Server) Storage	ServicesSection 6.8	Installed Gigabytes	per unit	software maintenance	\$ 4.28	10866	46,496	N/A	N/A	N/A	N/A	N/A	Specific	N/A
Installed Level 1 Storage	Data Center Services - Storage ServicesSection 6.8	Installed Gigabyte	Fixed monthly fee	Hardware, operating system license, hardware maintenance, software maintenance	\$ 4.38	240000	1.051.200	N/A	N/A	N/A	N/A	N/A	Specific	7
instaned Level 1 Storage	Data Center Services - Storage	Installed Olgabyte	per unit Fixed monthly fee	Hardware, operating system license, hardware maintenance.	\$ 4.36	240000	1,031,200	IN/A	IN/A	N/A	IN/A	IN/A	Specific	
Installed Level 2 Storage	ServicesSection 6.8 Data Center Services - Storage	Installed Gigabyte	per unit Fixed monthly fee	software maintenance Hardware, operating system license, hardware maintenance.	\$ 4.08	480000	1,958,400		N/A	N/A	N/A	N/A	Specific	7
Installed Level 3 Immutable Storage System	ServicesSection 6.8	Month	per unit	software maintenance	\$ 35,990.37	12	431,884	N/A	N/A	N/A	N/A	N/A	Specific	5
T. W. C.	Data Center Services - Storage	6: 1	Fixed monthly fee	Hardware, operating system license, hardware maintenance.		e#000		27/1	27/1	27/1	27/1	27/1		_
Tier III Storage	ServicesSection 6.8 Data Center Services - Managed Prin	Gigabyte	per unit Fixed monthly fee	software maintenance	\$ 2.79	67000	\$ 186,930	N/A	N/A	N/A	N/A	N/A	Cumulative	5
Print per 1,000 images (Paper)	ServicesSection 6.9	1,000 images	per unit	None	\$ 42.42	33826	1,434,764	N/A	\$ 42.42	\$ 42.42	\$ 42.42	\$ 42.42	Cumulative	N/A
Microfiche Originals	Data Center Services - Managed Prin ServicesSection 6.9	Copy	Fixed monthly fee per unit	None	\$ 0.803	195197	156,743	N/A	\$ 0.803	\$ 0.803	\$ 0.803	\$ 0.803	Cumulative	N/A
	Data Center Services - Managed Prin	t	Fixed monthly fee	TORC										
Microfiche Duplicates	ServicesSection 6.9	Copy	per unit Fixed monthly fee up	None	\$ 0.077	491739	37,864	N/A	\$ 0.077	\$ 0.077	\$ 0.077	\$ 0.077	Cumulative	N/A
	Data Center ServicesAccess Gateway	/	to 1,400 concurrent	Citrix Implementation, Hardware and maintenance, Software and										1
Access Gateway Services	Services-Section 6.10	Month per user (of all	users	maintenance,Operational and Support services	\$ 12,133.75	12	145,605	N/A	N/A	N/A	N/A	N/A	Specific	5
		users from quantity												1
	B. G. G. S. G. S. C.	1 to total actual		Hardware, Hardware Maintenance Break/Fix, Software and End-		2 500	40.000							5
Office Communications Service 0 to 2500 users	Data Center Services Section 6.10	quantity) per user (of all	per unit	User Support	\$ 7.75	2,500	19,375	NA	NA	NA	NA	NA	Specific	3
		users from quantity												
Office Communications Service 2,501 to 4,999 users	Data Center Services Section 6.10	1 to total actual quantity)	Fixed monthly fee per unit	Hardware, Hardware Maintenance Break/Fix, Software and End- User Support	s 5.95	4,999	29,744	NA	NA	NA	NA	NA	Specific	5
onee communections service 2,301 to 1,555 users	Data Center Services Section 0.10	per user (of all	perum	eser support	0.,,,	1,222	22,711	1111	1111	1111			Бресте	
		users from quantity 1 to total actual	Fixed monthly fee	Hardware, Hardware Maintenance Break/Fix, Software and End-										1
Office Communications Service 5,000 to 9,999 users	Data Center Services Section 6.10	quantity)	per unit	User Support	\$ 5.37	9,999	53,695	NA	NA	NA	NA	NA	Specific	5
		per user (of all users from quantity												
		1 to total actual	Fixed monthly fee	Hardware, Hardware Maintenance Break/Fix, Software and End-										1
Office Communications Service 10,000 to 14,999 users	Data Center Services Section 6.10	quantity) per user (of all	per unit	User Support	\$ 4.89	14,999	73,345	NA	NA	NA	NA	NA	Specific	5
		users from quantity												
		1 to total actual		Hardware, Hardware Maintenance Break/Fix, Software and End-										1 _ 1
Office Communications Service 15,000 users and over	Data Center Services Section 6.10	quantity)	per unit	User Support By Service Framework - Help Desk Services, Application	\$ 4.56	15,000	68,400	NA	NA	NA	NA	NA	Specific	5
	Cross Functional Services - Security		Fixed monthly fee	Services, Desktop Services, Network Services, Data Center										
Security Management	Management ServicesSection 7.3	Month	per unit	Services By Service Framework - Help Desk Services, Application	\$ 45,762.07	12	549,145	N/A	N/A	N/A	N/A	N/A	Specific	N/A
	Cross Functional Services - Billing		Fixed monthly fee	Services, Desktop Services, Network Services, Data Center										1
Billing Management	Management ServicesSection 7.4	Month	per unit	Services By Service Framework - Help Desk Services, Application	\$ 54,373.96	12	652,488	N/A	N/A	N/A	N/A	N/A	Specific	N/A
	Cross Functional Services - Asset			Services, Desktop Services, Network Services, Data Center										
Asset Management	Management ServicesSection 7.5	Month	per unit	Services By Service Framework - Help Desk Services, Application	\$ 103,903.12	12	1,246,837	N/A	N/A	N/A	N/A	N/A	Specific	N/A
	Cross Functional Services - Contract		Fixed monthly fee	Services, Desktop Services, Network Services, Data Center										1
Contract Management	Management ServicesSection 7.6	Month	per unit	Services By Service Framework - Help Desk Services, Application	\$ 170,573.25	12	2,046,879	N/A	N/A	N/A	N/A	N/A	Specific	N/A
	Cross Functional Services - Reporting	2	Fixed monthly fee	Services, Desktop Services, Network Services, Data Center										1
Reporting Services	ServicesSection 7.7	Month	per unit	Services By Service Framework - Help Desk Services, Application	\$ 54,279.52	12	651,354	N/A	N/A	N/A	N/A	N/A	Specific	N/A
	Cross Functional Services - Disaster		Fixed monthly fee	Services, Desktop Services, Network Services, Data Center										1
Disaster Recovery	Recovery ServicesSection 7.8	Month	per unit	Services	\$ 21,541.59	12	258,499	N/A	N/A	N/A	N/A	N/A	Specific	N/A
	Cross Functional Services- Workflow	,	Fixed monthly fee	By Service Framework - Help Desk Services, Application Services, Desktop Services, Network Services, Data Center										1
Workflow Services	ServicesSection 7.9	Month	per unit	Services	\$ 12,984.11	12	155,809	N/A	N/A	N/A	N/A	N/A	Specific	N/A
	Cross Functional Services- Capacity and Performance Management		Fixed monthly fee	By Service Framework - Help Desk Services, Application Services, Desktop Services, Network Services, Data Center										
Capacity and Performance Management	ServicesSection 7.10	Month	per unit	Services	\$ 34,117.01	12	409,404	N/A	N/A	N/A	N/A	N/A	Specific	N/A
	Cross Functional Services - Configuration Management Services-]	Fixed monthly fee	By Service Framework - Help Desk Services, Application Services, Desktop Services, Network Services, Data Center										
Configuration Management	Section 7.11	Month	per unit	Services	\$ 20,418.20	12	245,018	N/A	N/A	N/A	N/A	N/A	Specific	N/A
-				By Service Framework - Help Desk Services, Application										
Account Management	Cross Functional Services - Account Management ServicesSection 7.12	Month	Fixed monthly fee per unit	Services, Desktop Services, Network Services, Data Center Services	\$ 28,962.76	12	347,553	N/A	N/A	N/A	N/A	N/A	Specific	N/A
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													Methodology	
													(Specific	
													measurement on last	
	Schedule 4.3 Cross-				Resource Unit Fee	Baseline	(Resource Unit		Resource Unit	Resource Unit	Danasana Hais	Danning I Init	day of month or	Depreciation
	Reference/Service Framework				(90% to 110%		Fee) x (Baseline	Bundled		Fee (80% to			cumulative use	
						Volumes (per			Fee (70% to		Fee (110% to	Fee (120%		Time Period (in
Resource Unit	Component **	Unit of Measure	Pricing	Decomposition (specific cost detail breakouts)	band)	Contract Year)	Volume)	Resource Unit	80% band)	90% band)	120% band)	to130% band)	during month)	Years)
			F: 1 11 6	By Service Framework - Help Desk Services, Application										
	Cross Functional Services - Project			Services, Desktop Services, Network Services, Data Center										
Project Management	Management ServicesSection 7.13	Month	per unit	Services	\$ 90,302.21	12	1,083,626	N/A	N/A	N/A	N/A	N/A	Specific	N/A
			F: 1 11 6	By Service Framework - Help Desk Services, Application										
	Cross Functional Services - Quality			Services, Desktop Services, Network Services, Data Center										
Quality Assurance	Assurance ServicesSection 7.14	Month	per unit	Services	\$ 51,022.81	12	612,274	N/A	N/A	N/A	N/A	N/A	Specific	N/A
	Cross Framework ServicesSection 9													
Infrastructure System Administrator	(See also Exhibit 16.1-4a)	Hour	Hourly Labor Rate	None	\$ 95.00	1	\$95	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
	Cross Framework ServicesSection 9	1												
Infrastructure Engineer	(See also Exhibit 16.1-4a)	Hour	Hourly Labor Rate	None	\$ 123.00	1	\$123	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
	Cross Framework ServicesSection 9	1			1			l	l	l	l			1
Infrastructure Project Manager	(See also Exhibit 16.1-4a)	Hour	Hourly Labor Rate	None	\$ 141.00	1	\$141	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
	Cross Framework ServicesSection 9	1												
Infrastructure Senior Architect	(See also Exhibit 16.1-4a)	Hour	Hourly Labor Rate	None	\$ 165.00	1	\$165	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
	Cross Framework ServicesSection 9													
Infrastructure Security Analyst	(See also Exhibit 16.1-4a)	Hour	Hourly Labor Rate	None	\$ 127.00	1	\$127	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
	Minimum Acceptable Service Levels		Fixed daily fee per											
MASL Special Requirements - Registrar of Voters	Special RequirementsSection 8.5	Day	unit	None	\$ 440.66	303	133,520	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
	Minimum Acceptable Service Levels		Fixed monthly fee											
MASL Special Requirements - HHSA	Special RequirementsSection 8.5	Month	per unit	None	\$ 924.00	12	11,088	N/A	N/A	N/A	N/A	N/A	Specific	N/A
	Minimum Acceptable Service Levels		Fixed daily fee per											
MASL Special Requirements - OES	Special RequirementsSection 8.5	Day	unit	None	\$ 527.20	15	7,908	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
Maria di Piante	Minimum Acceptable Service Level	P. F.	T	Project Manager, Desktop Engineer, Desktop Technician, Project	\$6,387,50		0 < 207 50	27/1	27/1	27/1	27/1	27/1	0 10	27/4
MASL Special Requirements - Tax Sale Event	RequirementsSection 8.4	Per Event	Fixed price per event	Manager (Network Support)	\$0,387.50	1	\$6,387.50	N/A	N/A	N/A	N/A	N/A	Specific	N/A
Maria di Barria	Minimum Acceptable Service Level	B B .	Fixed price per 2	Project Manager, Desktop Engineer, Desktop Technician, Project	012.001.50) 2	025 502 00	27/4	27/4	27/1	27/4	27/1	0 10	27/4
MASL Special Requirements - Tax Collection Event	RequirementsSection 8.4	Per Event	annual events	Manager (Network Support)	\$12,801.50	2	\$25,603.00	N/A	N/A	N/A	N/A	N/A	Specific	N/A
Maria di Pina di Maria di Pina	Minimum Acceptable Service Level		Fixed Cost per day o	D	#200.00		04500000	27/4	27/4	27/1	27/4	27/1	0 1.:	27/4
MASL Special Requirements - Special Support Daily Coverage	RequirementsSection 8.4	Day	Escalated Support	Project Manager, Desktop Engineer, Desktop Technician,	\$200.00	75	\$15,000.00	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
	Minimum Acceptable Service Levels		Fixed daily fee per											
MASL Special Requirements - Public Administrator	Special RequirementsSection 8.5	Day	unit	None	\$ 521.39	8	4,171	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
	Minimum Acceptable Service Levels		Fixed monthly fee											
MASL Special Requirements - Treasurer	Special RequirementsSection 8.5	Month	per unit	None	\$ 315.00	12	3,780	N/A	N/A	N/A	N/A	N/A	Specific	N/A
	Minimum Acceptable Service Levels		Fixed monthly fee											
MASL Special Requirements - Public Works	Special RequirementsSection 8.5	Month	per unit	None	\$ 708.75	12	8,505	N/A	N/A	N/A	N/A	N/A	Specific	N/A
	Cross Functional Services -													
Transition ServicesHelp Desk Services	Transition ServicesSection 7.15	Milestone	Fixed fee per unit	N/A		1	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A
•	Cross Functional Services -													
Transition ServicesApplications Services	Transition ServicesSection 7.15	Milestone	Fixed fee per unit	N/A		1	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Cross Functional Services -		•											
Transition ServicesDesktop Services	Transition ServicesSection 7.15	Milestone	Fixed fee per unit	N/A		1	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A
•	Cross Functional Services -		•											
Transition ServicesNetwork Services	Transition ServicesSection 7.15	Milestone	Fixed fee per unit	N/A		1	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Cross Functional Services -		•											
Transition ServicesData Center	Transition ServicesSection 7.15	Milestone	Fixed fee per unit	N/A		1	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Value Added Services			•	N/A				N/A	N/A	N/A	N/A	N/A	N/A	N/A
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^{**}Note: Column B (Schedule 4.3 Reference/Component) includes the Section reference for the specific requirements for this particular Resource Unit still includes all general requirements applicable to such Resource Unit in the higher levels of the obligations hierarchy as described in Section 1.3.8 of Schedule 4.3. For example, the Resource Unit for Standard PC includes not only the responsibilities as stated in Section 4.4 of the Desktop Services Section of Schedule 4.3, but also the responsibilities in Sections 4.1 through 4.3 of the Desktop Services Section, as well as the responsibilities and requirements in Section 1 of Schedule 4.3.

^{***}Note: The mainframe resource unit volumes are based on the R24 CPUs